

**South Carolina Department of Disabilities
And
Special Needs**

**DAY SERVICES STANDARDS
All Services**

**(Career Preparation, Day Activity, Employment Services,
Community Services, and Support Center Services)**

PLEASE NOTE: This document is a compilation of all service standards required by DDSN for the provision of Day Services. It includes the July 1, 2010 versions of the following standards: Career Preparation, Day Activity, Employment Services, Community Services, and Support Center Services. Unless otherwise noted, each standard is required for all services.

This document is provided as a convenience to providers who provide multiple DDSN Day Services and should be used in conjunction with the DDSN Standards for Licensing Day Facilities.

SC Department of Disabilities and Special Needs

GENERAL DAY SERVICE STANDARDS

The mission of SCDDSN is to assist people with disabilities and their families through choice in meeting needs, pursuing possibilities and achieving life goals and minimize the occurrence and reduce the severity of disabilities through prevention. Consistent with the agency's mission, the intent of DDSN Day Services is to provide people with Mental Retardation/ Related Disability (MR/RD), Autism, and Head and Spinal Cord Injuries and Similar Disability (HASCI) the supports needed in order for them to meet their needs, pursue possibilities and achieve their life goals.

DEFINITIONS

Career Preparation is aimed at preparing participants for careers through exposure to and experience with various careers and through teaching such concepts as compliance, attendance, task completion, problem solving, safety, self determination, and self-advocacy. Services are not job-task oriented, but instead, aimed at a generalized result. Services are reflected in the participant's service plan and are directed to habilitative rather than explicit employment objectives. Services will be provided in facilities licensed by the state. DDSN Day activities that originate from a facility licensed by the state will be provided and billed as DDSN Day. On site attendance at the licensed facility is not required to receive services that originate from the facility.

Transportation will be provided from the participant's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the participant's habilitation site to their residence when the service start time is after 12:00 Noon.

Employment Services consist of intensive, on-going supports that enable participants for whom competitive employment at or above minimum wage is unlikely absent the provision of supports and who, because of their disabilities, need supports to perform in a regular work setting. Employment Services may include services to assist the participant to locate a job or develop a job on behalf of the participant. Employment services are conducted in a variety of settings, particularly work sites where persons without disabilities are employed and include activities such as supervision and training needed to sustain paid work. Employment Services may be provided in group settings, such as mobile work crews or enclaves, or in community-based individual job placements.

Community Service is aimed at developing one's awareness of, interaction with and/or participation in their community through exposure to and experience in the community and through teaching such concepts as self-determination, self-advocacy, socialization and the accrual of social capital. Services will be provided in facilities licensed by the state. Community activities that originate from a facility licensed by the state will be provided and billed as Community Service. On site attendance at the licensed facility is not required to receive services that originate from the facility.

Transportation will be provided from the participant's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the participant's habilitation site to their residence when the service start time is after 12:00 Noon.

Day Activity Services are supports and services provided in therapeutic settings to enable participants to achieve, maintain, improve, or decelerate the loss of personal care, social or adaptive skills. Services are provided in non-residential settings that are licensed by the state. Community activities that originate from a facility licensed by the state will be provided and billed as Day Activity Service. On site attendance at the licensed facility is not required to receive services that originate from the facility.

Transportation will be provided from the participant's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the participant's habilitation site to their residence when the service start time is after 12:00 Noon.

Support Center Service includes non-medical care, supervision and assistance provided in a non-institutional, group setting outside of the participant's home to people who because of their disability are unable to care for and supervise themselves. Services provided are necessary to prevent institutionalization and maintain the participants' health and safety. The care, supervision and assistance will be provided in accordance with a plan of care. An array of non-habilitative activities and opportunities for socialization will be offered throughout the day but not as therapeutic goals.

Transportation will be provided from the participant's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the participant's habilitation site to their residence when the service start time is after 12:00 Noon.

ANTICIPATED OUTCOMES

Career Preparation: The integration of self-determination/self advocacy skills with pre-employment, vocational skills and community-based experiences make Career Preparation training a valuable precursor in providing greater employment opportunities for individuals with disabilities. Career Preparation training is part of a seamless training system that will prepare individuals to pursue further employment opportunities, insure job stability and launch successful careers. For individuals with disabilities, employment with Career Preparation training integration will be a long-term fix to employability barriers.

Employment Services provides skills and support for people who desire to work but for whom competitive employment is currently not achievable. All people, regardless of their disabilities, should have the opportunity and support to achieve work. Employment services is an avenue whereby people with disabilities can engage in meaningful work, sustain a wage and contribute to society regardless of their support needs. Employment Services focuses on a person's abilities and provides the supports the person needs to be successful.

Community Service provides individuals the opportunity to maximize their exposure, experience and participation within their local community. Through this process the individual will gain access to inclusive citizenship and social capital.

Day Activity: For a limited number of people (ex. elderly, those with significant medical conditions, those with significant psycho-social risk factors), other day support options may be inappropriate or undesirable. As an alternative, Day Activity Service allows people to spend time away from home in a supervised setting where person-centered activities enable them to actualize their potential, meet their goals and enjoy new experiences.

Support Center: For a limited number of people (ex. elderly, those with significant medical conditions, those with significant psycho-social risk factors), other day support options may be inappropriate or undesirable. As an alternative, Support Center Service allows people to spend time away from home in a supervised setting where person-centered activities enable them to actualize their potential, have their needs met and enjoy new experiences.

It is expected that SCDDSN DDSN Day Services be provided in a manner that promotes:

- Dignity and respect
- Health, safety and well-being
- Individual and family participation, choice control and responsibility
- Relationships with family and friends and community connections
- Personal growth and accomplishments

It is also expected that SCDDSN Day Services reflect the principles of the agency and therefore services should:

- Be person centered
- Be responsive, efficient, and accountable
- Be strengths-based, and results oriented
- Maximize potential
- Be based on best and promising practices

MINIMUM STANDARDS

1. Day Services will be provided in accordance with all state and federal laws.

2. Except for Employment Services provided through the Individual Community Placement model, Day Services will only be provided in or originate from facilities licensed by SCDDSN as Day Facilities.

Guidance: Please refer to SCDDSN Standards for Licensing Day Facilities.

3. DDSN Day Services will be provided in accordance with applicable SCDDSN Departmental Directives, procedures and guidance.

4. DDSN Day Services will only be provided by SCDDSN qualified Day Services providers.

5. Each program will designate a Program Director who meets the following minimal qualifications:

- Is at least twenty-one years old.
- Have a four-year, baccalaureate degree from an accredited college or university in the human services or related field and two year's experience in administration or supervision in the human services field or have a master's degree from an accredited college or university in the human services or related field and one year's experience in administration or supervision in the human services
- Have references from past employment.

Guidance: A Program Director may serve more than one program.

6. Each program will employ direct care staff who meet the following qualifications:

- Is at least eighteen years old.
 - Have a valid high school diploma or its certified equivalent.
 - Have references from past employment if the person has a work history.
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7. Staff must meet requirements for criminal background checks.

Guidance: Checks should be done in accordance with Department Directive 406-04-DD; No support provider may be employed who has been convicted, pled guilty or nolo contendere to:

1. Abuse, neglect or mistreatment of a consumer in any health care setting;
2. An "Offense Against the Person" as provided for in Chapter 3, Title 16;
3. An "Offense Against Morality or Decency" as provided for in Chapter 15, Title 16;
4. Contributing to the delinquency of a minor as provided for in Section 16-17-490
5. The common law offense of assault and battery of a high and aggravated nature;
6. Criminal domestic violence, as defined in Section 16-25-20
7. A felony drug-related offense under the laws of this state; and
8. A person who has been convicted of a criminal offense similar in nature to a crime previously enumerated when the crime was committed in another jurisdiction or under federal law; has a substantiated history of child abuse and/or neglect and/or convictions of those crimes listed in SC Code 20-7-1642 and/or is listed on the SC Sex Offender Registry

8. Staff must pass an initial physical exam prior to working in the program.

Guidance: Pass = No documentation in the physical exam report of conditions present that would jeopardize health and safety of people receiving services or staff's ability to perform required duties.

9. Staff must pass initial tuberculosis screening prior to working in the program and annually thereafter.

Guidance: Pass = no evidence of communicable disease. Meets requirements of 603-06-DD.

10. Staff must be trained and be deemed competent in accordance with Department Directive 567-01-DD.

11. There will be a staff development / in-service education program operable in each provider agency which requires all staff to participate in in-service education programs and staff development opportunities.

Guidance: From 567-01-DD, staff must periodically be required to demonstrate continuing competency on the most critical information and skills taught in the curriculum. Providers have wide latitude in designing the format of such rechecks.

Encouraging staff commitment to continuing personal and professional development will expand the capacity to provide quality service and supports. Staff should routinely be exposed to information regarding training resources and opportunities. Supervisors should be working with staff to identify annual personal and professional goals.

12. Each program will have written policies on:

- Use of volunteers and substitutes;
 - Program evaluation;
 - Administration of medication;
 - Admission and discharge of participants;
 - Personnel practices
 - Procedures to be followed when a participant is discovered to be missing.
 - Termination of participants from the program which include:
 - A list of reasons for dismissal;
 - Methods of averting the termination;
 - When consultation and concurrence with the Department prior to termination will be sought.
 - Keeping and managing a waiting list for those who are seeking entry into each service provided in the program that includes the frequency with which the list will be reviewed.
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13. People receiving a DDSN Day Service are free from abuse, neglect and exploitation.

14. People receiving a DDSN Day Service other than Support Center Services are:

- Informed of their rights
- Supported to learn about their rights
- Supported to exercise their rights

Guidance: Rights include: Human rights, Constitutional rights and Civil rights:

- Training includes responsibilities as well as rights
- Each person's right to privacy, dignity and confidentiality in all aspects of life is recognized, respected and promoted
- Personal freedoms are not restricted without due process
- People are expected to manage their own funds to the extent of their capability
- Due process is upheld, including the Human Rights Committee review of restriction of personal freedoms

- *People with limited knowledge and experience receive training and opportunities to explore their individual rights and the responsibilities that accompany them*
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15. When people receive support Center Services, provider agency staff must advocate for each service recipient to ensure the person's constitutional, civil, and human rights are protected.

16. DDSN Day Services will only be provided to those who are authorized by a DSN Board or contracted Service Coordinator.

GUIDANCE: Service Coordination will provide the chosen DDSN Day Service provider with a referral notification that at a minimum provides DDSN Day Service with the following information:

- *Consumer information: (name, address, DOB, referral date, SS#, Medicaid # (when applicable), emergency contact information, and name of referring Service Coordinator)*
 - *Authorization of service, number of authorized units*
 - *Additional information: (Critical and emergency information, health/medical information, and care and supervision information)*
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17. Psychological evaluations are required. Adults shall be tested using a restrictive test of intelligence administered by a licensed or certified psychologist on program entry, re-entry or at age twenty-two (22) whichever occurs first, unless there is a valid psychological evaluation completed within three years of admission on record.

GUIDANCE: For adults, at the time of program entry, a psychological evaluation that was completed at age 22 or is less than 3 years old must be available for new program participants. In lieu of a psychological evaluation, a current (i.e., within one year of program entry) ICF/MR Level of Care (LOC) Determination that indicates the LOC criteria were met may be used. For example, if a 35 year old participant were entering the program on March 25, 2008, one of the following could be accepted:

- *A psych. eval. completed when he/she was 22 (1995) [on program entry, re-entry or at age twenty-two (22) whichever occurs first]*
 - *One completed within the last 3 years (2005-2008) [unless there is a valid psychological evaluation completed within three years]*
 - *Or a current LOC Determination that is based on a psychological evaluation completed from 1995 until 2005.*
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18. Individuals receiving a DDSN Day Service are supported to make decisions and exercise choice regarding the specific DDSN Day services to be provided.

19. Within 15 business days of receipt of a referral, the DDSN Day Service provider will notify the referring Service Coordinator in writing of their intent to:

- **Accept the person for service, or**
 - **Accept the referral for placement on the provider's waiting list, or**
 - **Reject the referral**
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20. After acceptance into service but prior to providing a DDSN Day Service, a preliminary plan must be developed that outlines the care, and supervision to be provided.

GUIDANCE: Plan must include essential information to ensure appropriate services and supports are in place to assure health, safety, supervision and rights protection.

21. At the time of admission/entry into a DDSN Day Service, the preliminary plan must be implemented.

GUIDANCE: Preliminary plan is to be implemented on the day of admission. When assessments are completed and training needs/priorities have been identified, the plan will be completed and will replace the preliminary plan.

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- 22. Within thirty (30) calendar days of acceptance into a DDSN Day Service and assessment will be completed. For those receiving Career Preparation, Employment Service through a Mobile Work Crew or Enclave, Community Service, or Day Activity, annually, an assessment will be completed that identifies the abilities/strengths, interests/preferences and needs of the person in the following areas:**

Career Preparation

- Self-Advocacy/Self Determination
- Self-Esteem
- Coping Skills
- Personal Responsibility
- Personal Health and Hygiene
- Socialization
- Community Participation
- Mobility and Transportation
- Community Safety
- Money Management
- Pre-Employment
- Job Search

Employment (Mobile Work Crew/Enclave)

- Self-Advocacy/Self Determination
- Self-Esteem
- Coping Skills
- Personal Responsibility
- Personal Health and Hygiene
- Socialization
- Community Participation
- Mobility and Transportation
- Community Safety
- Money Management
- Pre-Employment
- Job Search

Community Service

- Self-Advocacy/Self Determination
- Self-Esteem
- Coping Skills
- Personal Responsibility
- Personal Health and Hygiene
- Socialization
- Community Participation
- Mobility and Transportation
- Community Safety
- Money Management

Day Activity

- Self-Advocacy/Self Determination
- Self-Esteem
- Coping Skills
- Personal Responsibility

- **Personal Health and Hygiene**
- **Socialization**
- **Community Participation**
- **Mobility and Transportation**
- **Community Safety**
- **Money Management**

Guidance: At a minimum, except for those receiving Individual Community Based Employment Services, assessments must be completed every 12 months.

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- 23. For those receiving Support Center, within thirty (30) calendar days of admission/entry into Support Center Services and annually thereafter, an assessment will be completed that identifies the non-medical care, supervision, assistance and interests/preferences of the person.**

Guidance: At a minimum, assessments must be completed every 12 months.

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- 24. Unless receiving Individual Community Employment Services, based on the results of the assessment, within thirty (30) calendar days of admission and annually thereafter, a plan is developed with participation from the individual and/or his/her legal guardian.**

Guidance: At a minimum, the plan must be completed every 12 months unless receiving Individual Community Employment Services.

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- 25. The plan must include:**

- **A description of the interventions to be provided including time limited and measurable goals/objectives when the person participates in Day Activity, Employment Services, Community Services, and/or Career Preparation.**

GUIDANCE: Interventions must support the authorized service as defined in these standards.

- **A description of the care and assistance to be provided when the person participates in Support Center.**
- **A description of the type and frequency of supervision to be provided.**

GUIDANCE: In accordance with Department Directive 510-01-DD, services provided shall include the provision of any interventions and supervision needed by the person for dining/eating. The interventions to be provided must be based on assessed needs. Supervision must encompass any time outside of the actual unit time when the person is present and supervision is needed.

- **For Support Center participants, a description of the kinds of activities in which the person is interested or prefers to participate.**
- **Emergency contact information.**

GUIDANCE: All critical and emergency information for this individual must be documented in the plan.

- **Current and comprehensive medical information.**

GUIDANCE: Medications (medications taken by the individual must be listed and any assistance of medicating must be documented (self medicate or assisted medicate). All known relevant medication information must be documented. All specific instructions concerning individual reactions, side effects or restrictions to medicine must be documented.

- **Any information necessary to support the person in a DDSN Day setting.**

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- 26. The interventions in the plan must support the provision of DDSN Day Service as defined in these standards.**

27. As soon as the plan is developed, it must be implemented.

28. Data must be collected as specified in the plan and must be sufficient to support the implementation of the plan for each unit of service reported.

GUIDANCE: Data must specify the amount of time the service was provided and must be sufficient to measure progress toward attainment of the goal or objective. When individual Community Based Employment Services are provided, hourly documentation of interventions/goals/objectives must be documented including a written description of the interventions, the date the interventions were provided and signed by the direct care staff providing the service.

29. Data entries must be:

- True and accurate;
- Complete;
- Logically sequenced;
- Typed or handwritten in permanent dark ink; and,
- Dated and signed by the person making the entry.

30. When Career Preparation Services are provided, the participants experiences will be summarized, documented and shared with the participant upon request and at the time of the person's exit from the service.

31. At least monthly, the plan is monitored by the Program Director or his/her designee to determine its effectiveness except when Individual Community Based Employment services are provided.

GUIDANCE: The Program Director's or designee's signature on the Monthly Data Recording Sheet signifies that the plan has been monitored.

32. The plan is amended when significant changes to the plan are necessary.

33. For Employment Services through an Individual Community Placement, when determined through a consensus of all parties involved to be stable on the job, an exit interview is conducted to determine the continued need for Employment Service. The results of the exit interview are documented and must be provided to the person's Service Coordination provider within five (5) working days.

34. A record shall be maintained, for each participant, which contains, at a minimum, the items listed below. All documents and entries shall be legible, dated, and signed by the person making the entry. If symbols are used, explanatory legends must be provided.

- Report of a medical examination which was performed not more than twelve (12) months prior to admission;
- Report of psychological evaluation(s) as required by these standards;
- Current Plan that supports the provision of the service provided ;
- Monthly summary notations of progress; (Monthly Data Recording Sheet)
- Record of unusual behavior incidents which are recorded at the time of occurrence;
- Record of illness and accidents;
- Authorization for emergency medical service and medication administration;
- Record of critical incidents.

GUIDANCE: Record of illnesses and accidents will be maintained for those accidents that occur during service provision and for illnesses made known to the provider.

35. Any evidence of illness or injury shall be documented in the participant's record and action shall be taken to obtain necessary medical treatment of the individual and to safeguard others from contagion.

36. Reporting requirements are performed correctly.

GUIDANCE:

- *According to the DDSN Finance Manual and applicable Departmental Directives.*
- *Reporting of Critical Incidents*
- *Death or Impending Death of Persons Receiving Services*
- *Community Financial Reporting Requirements*
- *Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contract Provider Agency.*